How do I log in to SATERN for the first time?

For Civil Servants:

➤ How will I get my SATERN User Name and Password?

New Civil Servant employees will receive an email notification with log in instructions from the SATERN Help Desk within two weeks of arrival. If you do not receive an email, please call the SATERN Help Desk at 1-877-677-2123 or send an email request at nasa-satern.support@nasa.gov to receive your SATERN login information. For current employees that do not have their login information, contact the SATERN Help Desk (1-877-677-2123 or nasa-satern.support@nasa.gov).

For Non-NASA Employees:

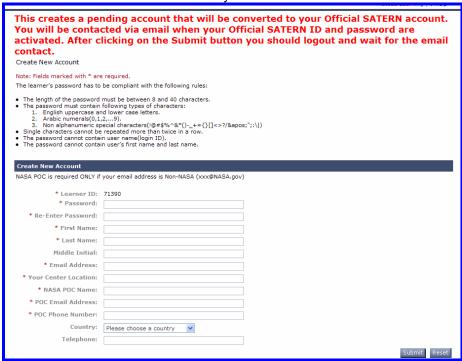### ➤ What is my SATERN User Name and Password?

For New Non-NASA Employees (e.g. Contractors, Non-NASA Civil Servants, and Military Personnel), please follow the steps listed below to request a new account in SATERN. For existing non-NASA employees that do not have their login information, contact the SATERN Help Desk (1-877-677-2123 or nasa-satern.support@nasa.gov).

Here's what to do

STEP 1: From the SATERN Login page https://satern.nasa.gov, click on the **Click here** link to register for a new **SATERN** account.

New Contractors or Contractors without SOLAR IDs
Click here to register for a new account.

STEP 2: Fill in the form completing **all required fields** marked with an ***** then, click on **SUBMIT**. You will be contacted via email when your SATERN account has been activated.

This creates a pending account that will be converted to your Official SATERN account. You will be contacted via email when your Official SATERN ID and password are activated. After clicking on the Submit button you should logout and wait for the email contact.

Create New Account

Note: Fields marked with * are required.
The learner's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters.
- The password must contain following types of characters:
  1. English uppercase and lower case letters.
  2. Arabic numerals(0,1,2,...9).
  3. Non alphanumeric special characters(!@#$%^&*()-_+={}[]<>?/'";:\|)
- Single characters cannot be repeated more than twice in a row.
- The password cannot contain user name(login ID).
- The password cannot contain user's first name and last name.

Create New Account

NASA POC is required ONLY if your email address is Non-NASA (xxx@NASA.gov)

* Learner ID:	71390
* Password:	
* Re-Enter Password:	
* First Name:	
* Last Name:	
Middle Initial:	
* Email Address:	
* Your Center Location:	
* NASA POC Name:	
* POC Email Address:	
* POC Phone Number:	
Country:	Please choose a country
Telephone:	

Submit   Reset

**For further assistance, contact the SATERN Help Desk at
1-877-677-2123 or nasa-satern.support@nasa.gov**